



CITY OF DECATUR, ILLINOIS

#1 GARY K. ANDERSON PLAZA

DECATUR, ILLINOIS 62523-1196

CITY OF DECATUR, IL REQUEST FOR QUALIFICATIONS WEBSITE REDESIGN

I. Overview

- A. The City of Decatur ("City") is seeking statements of qualifications for the redesign of its web site to enhance the user experience, simplify content management and provide better information and customer service to its residents and businesses, while meeting high standards for design quality and visual appeal. The City's needs are outlined in the following Request for Qualifications ("RFQ") and we are seeking a qualified website development vendor ("Vendor") to replace the existing website.
- B. The site redesign emphasis should incorporate a user-friendly, cross platform (responsive), searchable, rss enabled, ADA compliant open source content management system.
- C. The City would like to decentralize the website content management to multiple internal content editors/authors under the oversight of a super user. The City seeks to integrate current third party web applications into the new site for citation and utility payment, agenda management, web streaming and video archiving, and other City services.
- D. The City shall host the web site once redesigned and perform maintenance as is required.
- E. The City's current web site can be found at www.decaturlil.gov.

II. Time Schedule*

The schedule for selecting a vendor and going live with a newly-designed website is as follows:

- Deadline for vendor submittal of responses: Friday, January 30, 2015
- Selection of vendors to interview (If Necessary): Monday, February 2, 2015
- Web vendor interviews (If necessary): Week of Feb 2, 2015
- Project Completion – 1st Quarter 2015

***City shall reserve the right to modify this schedule, with the exception of the deadline for submittal, at any point in the process.**



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III. Instructions to Respondents

A. All responses to this RFQ should be delivered to:

City of Decatur – Purchasing Division

1 Gary K. Anderson Plaza

Decatur, IL 62523

(217) 424-2863

B. Please place three (3) copies of your response and performance data in a sealed envelope and clearly label in the lower left corner "City of Decatur Website Design and Development RFQ." No faxed, emailed, or telephone statements will be accepted.

C. **All responses must be received by Friday, January 30, 2015, at 12:00 p.m. CST.**

D. Any questions concerning the City's specifications or RFQ process shall be directed in writing to Billy Tyus, Assistant City Manager for Development Services, at btyus@decaturil.gov

E. All RFQ responses must include the following information:

1. Under section VI Scope of Services, complete and return response to items A-D.
2. Include a project approach summary for building a municipal website.
3. Include a sample project schedule for building a municipal website with a targeted go-live date of 1ST QUARTER 2015.
4. Include pricing range/cost for services outlined.

IV. Selection Process

The Selection Committee will choose the Vendor by the following process:

- A. Based on responses to the Vendor narrative and information received from references, the City will select (finalists) for further consideration if necessary. The City reserves the right to interview each finalist and request presentations.
- B. Based on results of proposals, interviews and presentations, the City will select the Vendor to redesign the City's website. Upon selection the City will finalize the scope of work with the Vendor and negotiate a final price and agreement based upon the final scope of work.



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V. Terms and Conditions

- A. The City reserves the right to reject any and all RFQ responses, and to waive minor irregularities in any response.
- B. The City reserves the right to request clarification of information submitted, and to request additional information from any Vendor.
- C. The City reserves the right to award any contract to the next most qualified Vendor if the successful contractor does not execute a contract within thirty (30) days after the selection of the contractor.
- D. Any response may be withdrawn up until the date and time set above for submittal of RFQ responses. Any response not so withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days to provide to the City the services described in the attached specifications, until the city by written notice shall waive such offer or until one or more of the responses have been approved by the City, whichever occurs first.
- E. The professional services contract resulting from acceptance of a response by the City shall be in a form supplied or approved by the City. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFQ or other agreed-upon terms, and which is not approved by the City of Decatur.
- F. The City shall not be responsible for any costs incurred by the Vendor in preparing, submitting or presenting its response to the RFQ.

VI. Scope of Services

The intent of this RFQ is to enable the City of Decatur to evaluate experience, qualifications, and capabilities for developing and implementing a new City website. Responders are to submit a written narrative corresponding to each of the numbered items:

- A. Municipal Website Design Experience:
 - 1. Municipal Clients (if applicable) (please list city name and website URL)
 - 2. Sample web sites designed by vendor (Please provide company name and website URL for 3 sites designed by vendor that best exemplify your ability to meet the needs of the City of Decatur)
 - 3. References (minimum three references, including all contact information below)
 - a. Client Name
 - b. Client Contact Person
 - c. Phone Number
 - d. Client Address
 - e. Website Address
- B. Vendor Company Profile
 - 1. Number of years in business



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2. Office location(s) (Include business address)
- C. Team Members/Roles (list all personnel to be assigned to this project)
 1. Name, title, role (e.g., project management, programming, graphics)
- D. Vendor Service Capabilities (describe all available to possibly include:)
 1. Website development
 2. Software tools and/or Apps (e.g., Content Management System, CSR tool, civic engagement tool or modules)
 3. Client training
 4. Availability of robust self-service documentation and technical support
 5. Appropriate redundancy and scalability to avoid unexpected outages and to accommodate periodic maintenance, usage growth and sudden usage surges
 6. Meets U.S. Federal Government ADA requirements
 7. 24/7 support
 8. Security for both City staff and users
 9. Function across multiple browsers (Internet Explorer, Firefox, Chrome, and Safari, etc.)
 10. Compatible design and function on multiple devices, including personal computers, mobile devices, and manufacturers (PCs, Apple iPads, iPhones, Android devices, etc.)
 11. Other

VII. Compensation

- A. Upon selection of the most qualified Vendor on the basis of demonstrated competence and qualifications for the type of professional services required, the City will negotiate a price which it determines is fair and reasonable. If the City is unable to negotiate a satisfactory contract with the Vendor selected, negotiations with that Vendor will terminate and the City may select another Vendor.
- B. Payment by the City for the services will only be made after the services have been performed, an itemized billing statement is submitted in the form specified by the City and approved by the appropriate City representative, which shall specifically set forth the services performed, the name of the person performing such services, and the hourly labor charge rate for such person. Payment shall be made on a monthly basis, thirty (30) days after receipt of such billing statement.